



E-GOVERNMENT EFFORTS FOR MONTANA

NIC Montana General Manager's Report

3rd Quarter 2020

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Executive Summary

Non-Monetary Transactions

of transactions processed in 2020 6,077,158

Monetary Transactions (processed by NIC Montana)

of transactions processed in 2020 6,106,182

Gross amount collected in 2020 (includes agency identified statutory/rule and any add'l fees) \$303,221,055

Total Dollars Processed through all eGovernment Services offered by the State	\$303,221,055
Total Dollars Remitted to the State (statutory/rule fee)	(295,033,366)
Total Net Revenues to Montana Interactive before operating expenses	8,187,689

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	165,635
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	8,022,054

Total Portal Revenue **8,187,689**

Payment Processing and Other Operating Costs (6,106,066)

Total Operating Income **2,081,623**

Total Provision for income taxes (580,928)

Net Income **\$ 1,500,695**

Other Monetary Transactions (payment info collected by but not processed by NIC Montana)

of transactions processed in 2020 (Business Tax Express) 106,802

Gross amount collected in 2020 (Business Tax Express) \$192,919,939

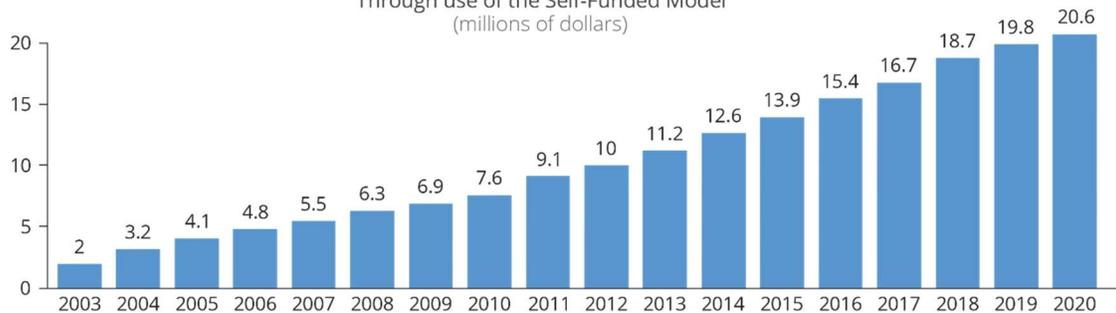
State Costs Avoided (since start of contract in 2001)

Cumulative cost savings to the state \$20,649,179

The “State Costs Avoided” of over \$20.6 million represents the total amount the state has saved through its longstanding partnership with NIC Montana and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

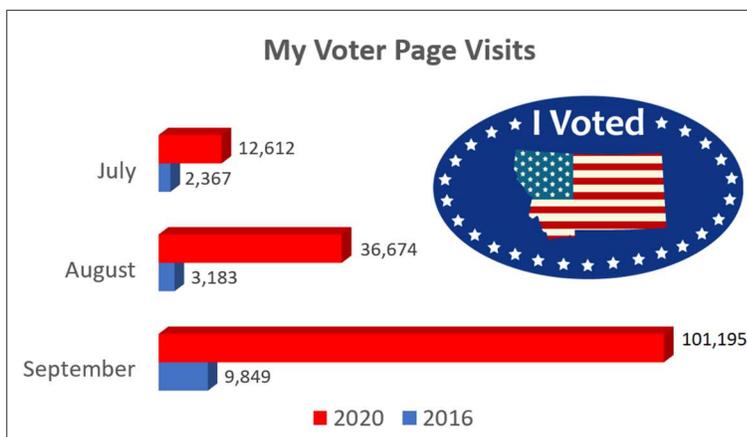
Cost Savings to the State of Montana

Through use of the Self-Funded Model
(millions of dollars)



MY VOTER PAGE APPLICATION LOGS LARGE

TRAFFIC SPIKE: Montanans fully embraced the idea of accessing election information online in 2020 as illustrated by the huge increase in traffic when comparing user sessions on the My Voter Page (MVP) application this election year with the last federal election year. The MVP application allows Montana citizens to view their voting status, physical polling location (if offered), and a sample ballot specific to their county. In Q3, users visited MVP more than 150,000 times, compared to just 15,400 times in Q3 2016, resulting in an 877% increase. The Montana Secretary of State’s (SOS) office worked with NIC Montana throughout Q3 in preparation for the 2020 election, updating the application to now allow users from mail-in-only counties to view information. Prior to this quarter’s updates, the application only provided information for physical in-person polling locations. The SOS also updated sample ballots for each of the state’s 56 counties, including counties with split ballots. In conjunction with the SOS and the State Information Technology Service Division’s (SITSD) Security Enterprise Risk Bureau, NIC Montana fine-tuned security, which included conducting multiple application scans.



MORE COUNTIES ADDING BURN PERMIT SERVICE:

Beaverhead County signed up to add the County Burn Permit application to its online portfolio in Q3. Beaverhead County citizens now can buy a burn permit without leaving home. Developed in partnership with NIC Montana, the County Burn Permit service is available online at burnpermits.mt.gov. Through the website, citizens have instant access to purchase permits, add multiple burn locations to a single permit, and print permits at home or send permits to themselves electronically by email. The online service accepts both debit and credit cards as well as electronic checks. Citizens can activate permits online or by calling an automated phone system. The Burn Permit service displays real-time updates on an interactive county map when a customer activates a permit by entering the permit number and the start and stop times of the burn. County fire and emergency personnel use the service to monitor current burn activity within the county. Since launching in 2009, 18 counties have begun using the NIC Montana application, which has diverted more than 453,000 calls from emergency county personnel. Two additional counties have expressed interest in adding the service in 2020, bringing the total to 20 active counties.

COVID BEST PRACTICES CONTINUE TO SPUR ONLINE INTERACTION WITH GOVERNMENT:

As the effects of the COVID-19 pandemic spread across Montana this summer, government offices across the State continued to limit public interaction and provide services with reduced staff. Citizens and businesses looked to NIC Montana-partnered online applications to accomplish tasks such as renewing vehicle registrations, purchasing hunting and fishing licenses, and paying for livestock permits. In Q3, visitors to NIC Montana-partnered services interacted with the portal’s applications nearly two million times. The Department of Justice’s Temporary Registration Permit (TRP) application, the Secretary of State’s My Voter Page (MVP), and the Department of Labor’s Prescription Drug Registry (PDR) all broke records for the most visits for second consecutive quarter. Additionally, NIC Montana processed nearly \$300,000 on behalf of eight partner agencies through its highly successful AccessGov solution in Q3. During this three-month period, Department of Livestock customers submitted 1,866 paid transactions through AccessGov, while Missoula County citizens and Miles Community College students submitted 681 and 635 payments, respectively. While eight Montana government agencies use AccessGov to collect data and accept payments, 16 agencies have not added any payment configurations to their forms, but still are using the solution to collect submissions and provide information to constituents. In Q3, Montanans submitted more than 21,300 forms through AccessGov. Some agencies prefer to review AccessGov submissions before requesting payment and use NIC’s Prompt Pay application to invoice constituents via email or text message. More than 3,600 customers from Cascade, Gallatin, Lewis and Clark, Missoula, and Yellowstone counties submitted \$2.2 million through Prompt Pay in Q3.

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Overview of eGovernment Activities

Achieved in 3rd Quarter 2020

22 eGovernment activities were launched and/or addressed in the 3rd Quarter 2020. This includes 1 AccessGov application, 4 Over the Counter payment applications, 3 Common Checkout Page payment applications, 1 On the Go Pay payment application, 2 Conference & Training Registration applications, 4 ePass Service Provider integrations, and 7 enhancements and additions to existing eGovernment services.

eGovernment Activities – 3rd Quarter

Service	Agency	Entity Type	Service Type	Launched
Enhancement Request - Retire VocRehab	Public Health	State	Enhancement Request	09/30/2020
Enhancement Request - Livestock Reporting report and bill updates #31	Revenue	State	Enhancement Request	09/29/2020
Enhancement Request - End of Life Registry Updates	Justice	State	Enhancement Request	09/24/2020
Enhancement Request - MVP 2020 General Election Updates	Secretary of State	State	Enhancement Request	09/17/2020
Payment Portal - Over the Counter - State Print & Mail	Administration	State	OTC	08/31/2020
Payment Portal - Broadwater County Taxes	Broadwater County	County	CCP	08/25/2020
ePass Service Provider - DPHHS Wellsky Vocational Rehab	Public Health	State	ePass Service Provider	08/25/2020
Payment Portal - State Employee Charitable Giving Campaign v2.0	Administration	State	CCP	08/24/2020
Enhancement Request - Submissions Data Feature	Revenue	State	Enhancement Request	08/20/2020
Payment Portal - Over the Counter - Milk and Egg Livestock OTC	Livestock	State	OTC	08/14/2020
Payment Portal - Custer County Fair	Custer County	County	OTGPay	08/13/2020
Conference - 2020 Montana Floodplain Resource Seminar	Natural Resources and Conservation	State	Conferences	08/05/2020
Payment Portal - Over the Counter - Treasure County	Treasure County	County	OTC	08/03/2020
ePass Service Provider Request - DEQ Moodle Workplace	Environmental Quality	State	ePass Service Provider	07/23/2020
ePass Service Provider Request - Information Services Division ROWAWEB	Transportation	State	ePass Service Provider	07/22/2020
Conference - Career Services Fall 2020 Admin	University of Montana	University	Conferences	07/17/2020
Payment Portal - Youth Court Services District 5 Over the Counter	Office of Court Administrator	State	OTC	07/15/2020
ePass Service Provider Request - CPP Online Lobbyist and Principal Registration	Political Practices	State	ePass Service Provider	07/02/2020
AccessGov - DEQ Asbestos Control Division	Environmental Quality	State	AccessGov	07/01/2020
Enhancement Request - Accreditation Fee Rules Enhancement Request	Environmental Quality	State	Enhancement Request	07/01/2020
Enhancement Request - Permitting Fee Rules Enhancement Request	Environmental Quality	State	Enhancement Request	07/01/2020
Payment Portal - MT Tech Store Common Checkout Payment Integration	University of Montana	University	CCP	07/01/2020
ePass Service Provider - MDT Wetlands	Transportation	State	ePass Service Provider	06/24/2020
Payment Portal - Over the Counter - Gallatin County Clerk of District Court	Gallatin County	County	OTC	06/22/2020
Payment Portal - Stillwater County Auction - Over the Counter	Stillwater County	County	OTC	06/22/2020
AccessGov - My Revenue	Revenue	State	AccessGov	06/18/2020
Fergus County Burn Permit	Fergus County	County	Custom Application	06/03/2020
Fergus County Burn Permits Interactive Voice Response (IVR)	Fergus County	County	Custom Application	06/03/2020
Fergus County Burn Permits Public Map	Fergus County	County	Custom Application	06/03/2020
Enhancement Request - Retire DLI UEF Virtual Cashier	Labor and Industry	State	Enhancement Request	06/01/2020
Enhancement Request - Retire Donations Service	Commerce	State	Enhancement Request	05/22/2020
Enhancement Request - Retire Membership Service	Commerce	State	Enhancement Request	05/22/2020
Conference - 2020 Montana Insurance Summit	Auditor's Office	State	Conferences	05/19/2020

Payment Portal - Over the Counter - Retire DOC's Reeder's Alley	Commerce	State	OTC	05/18/2020
Conference - MACo Annual Conference	Montana Association of Counties	County	Conferences	05/18/2020
Payment Portal - Fallon County Saffire Integration	Fallon County	County	CCP	05/13/2020
Payment Portal - Miles Community College Applications	University of Montana	University	CCP	05/05/2020
AccessGov - Montana Heritage Commission	Commerce	State	AccessGov	05/01/2020
Enhancement Request - CHOPRS Removal of Middle Initial	Justice	State	Enhancement Request	05/01/2020
AccessGov - Helena College	University of Montana	University	AccessGov	04/28/2020
AccessGov - Cascade County	Cascade County	County	AccessGov	04/16/2020
Payment Portal - Prompt Pay - Cascade County	Cascade County	County	Prompt Pay	04/16/2020
Enhancement Request - Update Bill Template	Revenue	State	Enhancement Request	04/16/2020
Enhancement Request - MVP Updates	Secretary of State	State	Enhancement Request	04/16/2020
Enhancement Request - My Voter Page Ballot and Text Updates	Secretary of State	State	Enhancement Request	04/16/2020
AccessGov - Stillwater County	Stillwater County	County	AccessGov	04/15/2020
Enhancement Request - Payment Page Updates	State Fund	State	Enhancement Request	04/07/2020
Enhancement Request - Temporary Removal of Supporting Documents Requirement	Justice	State	Enhancement Request	04/03/2020
AccessGov - Ravalli County Motor Vehicle	Ravalli County	County	AccessGov	04/01/2020
AccessGov - Yellowstone County Treasurer	Yellowstone County	County	AccessGov	04/01/2020
Payment Portal - Yellowstone County Treasurer Prompt Pay	Yellowstone County	County	Prompt Pay	04/01/2020
AccessGov - Lewis and Clark County	Lewis and Clark County	County	AccessGov	03/30/2020
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	Prompt Pay	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	AccessGov	03/27/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	Prompt Pay	03/27/2020
Conference - 41st Annual NW Shuttle Conference	Corrections	State	Conferences	03/13/2020
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	OTC	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	OTC	03/11/2020
Vehicle Registration Renewal - Text Update and jQuery Update	Justice	State	Enhancement Request	03/10/2020
AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	AccessGov	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	AccessGov	03/05/2020
AccessGov - Online Marriage License Application - Powder River County	Powder River County	County	AccessGov	03/05/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	Conferences	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	AccessGov	03/05/2020
Conference - Western International Forest Disease Conference	Natural Resources and Conservation	State	Conferences	02/28/2020
ALS- Hunting and Fishing - Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	Enhancement Request	02/26/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging, Butte	Public Health	State	Conferences	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	Conferences	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	Conferences	02/25/2020
Enhancement Request - Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	Enhancement Request	02/13/2020
Conference - Spring 2020 Career Fair	University of Montana	University	Conferences	02/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	OTC	02/03/2020
Conference - MEDA 2020 Conference	Commerce	State	Conferences	01/31/2020
ePass Service Provider - Senior and Long-Term Care Division (SLTC)	Public Health	State	ePass Service Provider	01/31/2020
Asthma - Retire Service	Public Health	State	Custom Application	01/30/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020

Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Conference - Investigating Sexual Assault	Justice	State	Conferences	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	Conferences	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	Conferences	01/02/2020
Vehicle Registration Renewal - State Park Fee Change	Justice	State	Enhancement Request	01/01/2020

2020 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2020. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by NIC Montana and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements

A customized eGovernment service is a service developed by NIC Montana in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

0 - new Custom eGovernment Services & Major Enhancements launched in the 3rd Quarter 2020

3 – Custom eGovernment Services & Major Enhancements launched in 2020

299 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Fergus County Burn Permit	Fergus County	County	06/03/2020
Fergus County Burn Permits Interactive Voice Response (IVR)	Fergus County	County	06/03/2020
Fergus County Burn Permits Public Map	Fergus County	County	06/03/2020

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

3 – new Payment Processor Integration(s) occurred in the 3rd Quarter 2020

5 - Payment Processor Integrations occurred in 2020

52 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Broadwater County Taxes	Broadwater County	County	08/25/2020
Payment Portal - State Employee Charitable Giving Campaign v2.0	Administration	State	08/24/2020
Payment Portal - MT Tech Store Common Checkout Payment Integration	University of Montana	University	07/01/2020
Payment Portal - Fallon County Saffire Integration	Fallon County	County	05/13/2020
Payment Portal - Miles Community College Applications	University of Montana	University	05/05/2020

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

4 - new OTC Payment Solutions launched in the 3rd Quarter 2020

29 – OTC Payment Solutions launched in 2020

150 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Over the Counter - State Print & Mail	Administration	State	08/31/2020
Payment Portal - Over the Counter - Milk and Egg Livestock OTC	Livestock	State	08/14/2020
Payment Portal - Over the Counter - Treasure County	Treasure County	County	08/03/2020
Payment Portal - Youth Court Services District 5 Over the Counter	Office of Court Administrator	State	07/15/2020
Payment Portal - Over the Counter - Gallatin County Clerk of District Court	Gallatin County	County	06/22/2020
Payment Portal - Stillwater County Auction - Over the Counter	Stillwater County	County	06/22/2020
Payment Portal - Over the Counter - Retire DOC's Reeder's Alley	Commerce	State	05/18/2020
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	03/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	02/03/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	01/29/2020

Prompt Pay Payment Applications

Prompt Pay allows government employees to send a prepopulated payment link by SMS text message and/or email to citizens, which eliminates over the phone or fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of their customer service clerks.

0 – new Prompt Pay Payment Application(s) launched in the 3rd Quarter 2020

4 – Prompt Pay Payment Applications launched in 2020

5 – Prompt Pay Payment Applications have launched throughout our partnership since 2001

* this platform service launched in 2019

Service	Agency	Entity Type	Launched
Payment Portal - Prompt Pay - Cascade County	Cascade County	County	04/16/2020
Payment Portal - Yellowstone County Treasurer Prompt Pay	Yellowstone County	County	04/01/2020
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	03/30/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	03/27/2020

OnTheGo Pay (OTG Pay) Payment Applications

The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

1 – new OTG Pay Mobile Payment Application(s) launched in the 3rd Quarter 2020

1 – OTG Pay Mobile Payment Applications launched in 2020

6 – OTG Pay Mobile Payment Applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Custer County Fair – OTG Pay	Custer County	County	08/13/2020

On the Go (OTG) Mobile Payment Applications

OnTheGo Mobile eliminates the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

0 – new OTG Mobile Payment Solution(s) launched in the 3rd Quarter 2020

0 – OTG Mobile Payment Solutions launched in 2020

2 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OnTheGo Mobile Applications in 2020			

AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

1 – new AccessGov Solution(s) launched in the 3rd Quarter 2020

14 – AccessGov solution launched in 2020

56 – AccessGov Solutions have launched throughout our partnership since 2001

* this platform service launched in 2018

Service	Agency	Entity Type	Launched
AccessGov - DEQ Asbestos Control Division	Environmental Quality	State	07/01/2020
AccessGov - My Revenue	Revenue	State	06/18/2020
AccessGov - Montana Heritage Commission	Commerce	State	05/01/2020
AccessGov - Helena College	University of Montana	University	04/28/2020

AccessGov - Cascade County	Cascade County	County	04/16/2020
AccessGov - Stillwater County	Stillwater County	County	04/15/2020
AccessGov - Ravalli County Motor Vehicle	Ravalli County	County	04/01/2020
AccessGov - Yellowstone County Treasurer	Yellowstone County	County	04/01/2020
AccessGov - Lewis and Clark County	Lewis and Clark County	County	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	03/27/2020
AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	03/05/2020
AccessGov - Online Marriage License Application - Powder River County	Powder River County	County	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	03/05/2020

AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 3rd Quarter 2020

0 – AppEngine solutions launched in 2020

20 – AppEngine Solutions have launched throughout our partnership since 2001

* this platform service launched in 2018

Service	Agency	Entity Type	Launched
No new AppEngine Solutions in 2020			

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 3rd Quarter 2020

0 – Shopping Cart Solutions launched in 2020

8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2020			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

7 – Enhancements launched in the 3rd Quarter 2020

20 – Enhancements have launched in 2020

647 – Enhancements have launched throughout our partnership since 2006*

* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Enhancement Request - Retire VocRehab	Public Health	State	09/30/2020
Enhancement Request - Livestock Reporting report and bill updates #31	Revenue	State	09/29/2020
Enhancement Request - End of Life Registry Updates	Justice	State	09/24/2020
Enhancement Request - MVP 2020 General Election Updates	Secretary of State	State	09/17/2020
Enhancement Request - Submissions Data Feature	Revenue	State	08/20/2020
Enhancement Request - Accreditation Fee Rules Enhancement Request	Environmental Quality	State	07/01/2020

Enhancement Request - Permitting Fee Rules Enhancement Request	Environmental Quality	State	07/01/2020
Enhancement Request - Retire DLI UEF Virtual Cashier	Labor and Industry	State	06/01/2020
Enhancement Request - Retire Donations Service	Commerce	State	05/22/2020
Enhancement Request - Retire Membership Service	Commerce	State	05/22/2020
Enhancement Request - CHOPRS Removal of Middle Initial	Justice	State	05/01/2020
Enhancement Request - Update Bill Template	Revenue	State	04/16/2020
Enhancement Request - MVP Updates	Secretary of State	State	04/16/2020
Enhancement Request - My Voter Page Ballot and Text Updates	Secretary of State	State	04/16/2020
Enhancement Request - Payment Page Updates	State Fund	State	04/07/2020
Enhancement Request - Temporary Removal of Supporting Documents Requirement	Justice	State	04/03/2020
Enhancement Request - Text Update and jQuery Update	Justice	State	03/10/2020
Enhancement Request - ALS - Hunting and Fishing Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	02/26/2020
Enhancement Request - Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	02/13/2020
Enhancement Request - Vehicle Registration Renewal - State Park Fee Change	Justice	State	01/01/2020

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

2 - new Conference and Training Registrations launched in the 3rd Quarter 2020

15 – Conference and Training Registrations launched in 2020

853 – Conference and Training Registrations have launched since 2006*

* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - 2020 Montana Floodplain Resource Seminar	Natural Resources and Conservation	State	08/05/2020
Conference - Career Services Fall 2020 Admin	University of Montana	University	07/17/2020
Conference - 2020 Montana Insurance Summit	Auditor's Office	State	05/19/2020
Conference - MACo Annual Conference	Montana Association of Counties	County	05/18/2020
Conference - 41st Annual NW Shuttle Conference	Corrections	State	03/13/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	03/05/2020
Conference -Western International Forest Disease Conference	Natural Resources and Conservation	State	02/28/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging - Butte	Public Health	State	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	02/25/2020
Conference - Spring 2020 Career Fair	University of Montana	University	02/11/2020
Conference - MEDA 2020 Conference	Commerce	State	01/31/2020
Conference - Investigating Sexual Assault	Justice	State	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	01/02/2020

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 3rd Quarter 2020

0 – new instances of the Mobile Event Agenda application launched in 2020

3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2020			

ePass Montana – the State’s Single Sign-on Solution

ePass Service Providers

ePass Montana is the state’s single sign-on initiative offered by DOA in partnership with NIC Montana. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. NIC Montana provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

4 - new ePass Service Provider was configured in the 3rd Quarter 2020
 6 – ePass Service Providers were configured in 2020
 186 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - DPHHS Wellsky Vocational Rehab	Public Health	State	08/25/2020
ePass Service Provider Request - DEQ Moodle Workplace	Environmental Quality	State	07/23/2020
ePass Service Provider Request - Information Services Division ROWAWEB	Transportation	State	07/22/2020
ePass Service Provider Request - CPP Online Lobbyist and Principal Registration	Political Practices	State	07/02/2020
ePass Service Provider - MDT Wetlands	Transportation	State	06/24/2020
ePass Service Provider - Senior and Long-Term Care Division	Public Health	State	01/31/2020

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of NIC Montana’s alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and NIC Montana serves as the contract oversight as the agency’s contract is with NIC Montana. The alliance partner serves as a sub-contractor under NIC Montana via the master contract with the state.

No new Alliance Partnership Services launched in the 3rd Quarter 2020
 0 - Alliance Partnership Services launched in 2020
 8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services since 2016			

Other Related eGovernment Activities

Other eGovernment related services offered by NIC Montana include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 3rd Quarter 2020
 0 – new Other eGovernment Related Activities were performed in 2020
 4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

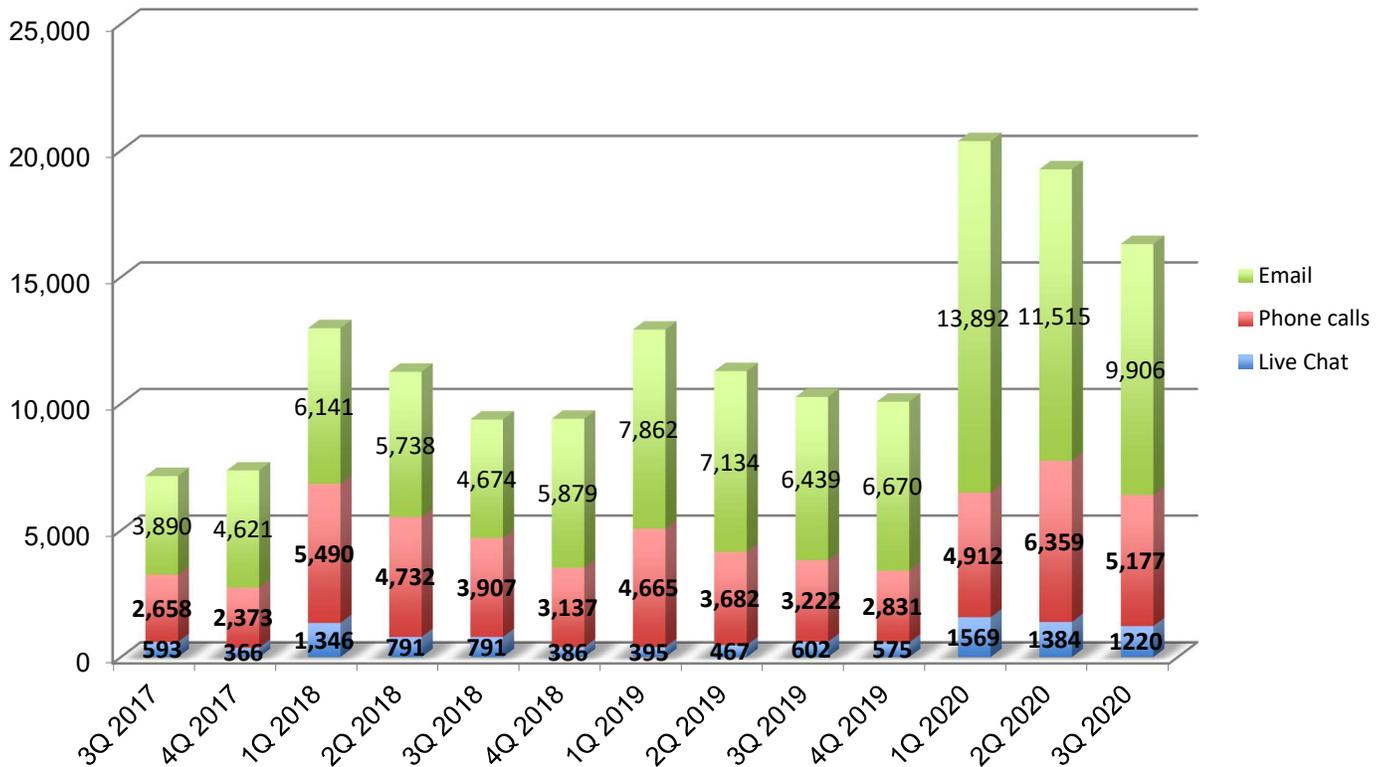
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2020			

SABHRS and the State Treasury

On average, NIC Montana sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The NIC Montana Helpdesk handled 16,303 customer inquiries in the 3rd Quarter 2020
 A total of 55,934 customer inquiries handled by the NIC Montana Helpdesk in 2020



SERVICE ACCESSES

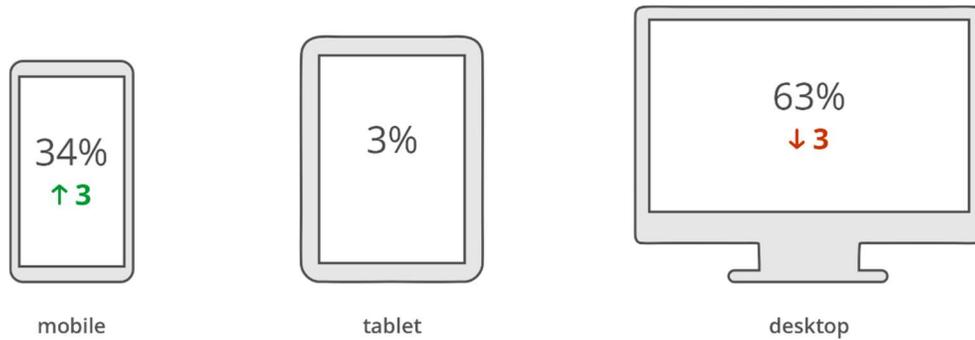
Services with highest visits on app.mt.gov for 2020

Service	Visits	Month	Visits 2019	Visits 2020
ePass Montana	3,436,307	January	894,591	779,104
Hunting and Fishing Licenses	1,061,332	February	785,209	765,379
Correctional Offender Network	895,367	March	922,359	1,050,241
My Voter Page	789,706	April	860,937	1,010,006
Vehicle Registration Renewal (VRR)	651,011	May	780,556	878,199
Child Support Lookup	598,632	June	696,370	785,328
Prescription Drug Registry	324,370	July	757,377	829,916
Temporary Registration Permit (TRP)	319,888	August	719,726	846,805
My Revenue	312,384	September	636,726	875,752
Online Driver License Renewal	182,249	October	684,639	
Business Tax Express	139,110	November	574,858	
Burn Permits	122,734	December	606,626	
		Total	8,919,974	7,820,730

USER SESSIONS

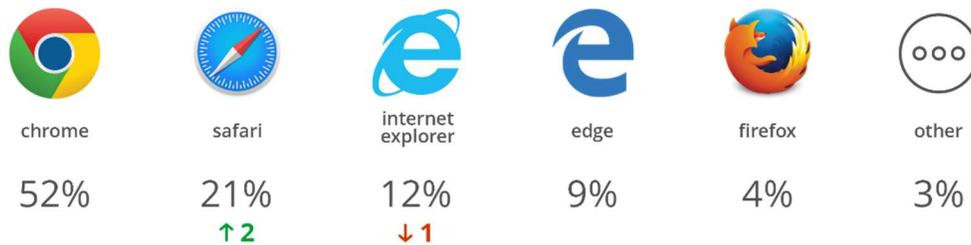
In Q3, there were 2,581,378 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by NIC Montana.

User sessions by device for Q3 2020



This represents the percentages of the 2,581,378 total user sessions, which accessed one of the custom eGovernment services offered by NIC Montana in Q3.

User sessions by browser for Q3 2020



This represents the top four browsers used by citizens and businesses accessing NIC Montana's custom eGovernment services. These percentages are based upon the 2,581,378 total user sessions in Q3. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.



IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback. I can be reached at 449-3468 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

Fred Sargeson
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